

**WAUKESHA COUNTY HEALTH AND HUMAN SERVICES
JOINT CONFERENCE SUB-COMMITTEE
MINUTES**

Monday, March 3, 2014

Board Members Present: Joe Vitale, Lori Cronin, Jim Batzko, and Janel Brandtjen

Staff Members Present: Angela Simmons, Crystal Boyd, Joan Sternweis, Jennifer Andrews, Janet Rasmussen, Dr. James Rutherford, Cynthia Lilley, Cindy Buchholz, Jeff Lewis, and Mary Lu Visauer

Board Members Excused: Michael O'Brien

Staff Members Excused: Janet Koller, Pat Russell, and Dr. Rada Malinovic

Community Member: Rachel Brandtjen

Joe Vitale called the meeting to order at 1:29 p.m.

Minutes:

The December 9, 2013 minutes of the Joint Conference Committee meeting were reviewed.

MOTION: Janel Brandtjen made a motion seconded by Jim Batzko to accept the minutes as published. All voted and the motion carried.

Announcements:

None.

Hospital Statistics:

Jeff Lewis reviewed the annual statistics for 2013. Average census days 17 with average length of stay 7.4 days. Four patients currently at state institutes. We only send patients if there is an acute need, require a specialty service or can't be maintained locally. Staff are doing well at getting them back to the community as soon as possible.

Jeff Lewis is also collecting information on the number of people hospitalized on an emergency detention here or at local hospitals. Year-to-date data looks similar to last year's trends.

Been tracking adult protection crisis calls coming to MHC since October 2013 after regular business hours that cannot be handled by 2-1-1. MHC is averaging 20-25 calls/month with average 20 minutes per call. Child protection calls are going to the juvenile center.

Janel Brandtjen observed that good information is being collected and should be shared since HHS is a big piece of the county budget. Joan Sternweis explained that Phase 1 is to bring the board up to our current level of understanding about corporate compliance and how it impacts every insurance dollar we receive and will then make a decision on how to share that information in a wider public forum.

MOTION: Jim Batzko made a motion and seconded by Lori Cronin to accept the hospital statistic report. All voted and the motion carried.

Performance Improvement (PI):

Janet Rasmussen presented the reports for the past two quarters, highlighting the measures utilized and outcomes achieved in each area. The following departments have met all of their Performance Improvement standards for this quarter: Housekeeping, Pharmacy, Social Work, Radiology, Occupational Therapy, Medically Managed Detox of Chapter 51.45 patients. The following departments did not meet their threshold in one or more measures for this quarter: Medical Services, Inpatient Psychiatry, Seclusion and Restraint, Psychology Testing, Nursing, Infection Control, Health Information, Laboratory, Dietary, and Facilities Management. Plan of Correction will be written where necessary.

MOTION: Janel Brantjen made a motion and seconded by Lori Cronin to accept the PI report. All voted and the motion carried.

Utilization Review (UR):

Crystal Boyd reported the utilization review social worker is using a spreadsheet to communicate with other departments. We are getting few denials that are not warranted. She will start a spreadsheet listing the reason for denials. Often the reason for the denial is that the patient has exhausted their benefits and cannot be returned to the community safely.

MOTION: Lori Cronin made a motion and seconded by Jim Batzko to accept the Utilization Review report. All voted and the motion carried.

Medical and Psychological Staff:

Dr. Rutherford reported the county has contracted with an outside agency to search for a psychiatrist. This doctor would provide treatment for patients seen at the HSC outpatient clinic and community support and treatment services support units.

MOTION: Jim Batzko made a motion to approve Dr. Rutherford's report and seconded by Lori Cronin. All voted and the motion carried.

Hospital Services Update:

Occupational Therapy Supervisor MaryLu Visauer and select staff have created a Sensory Group that is looking at programming options for inpatients with head injuries, developmental disability and autism. The outcome of this initiative is to prevent placement at state institutions and to satisfying state requirements to have active programming for this target group.

Started diversity training for staff offered through HHS Equal Access Group (EAG).

New training opportunities have been provided by American Psychiatric Association (APA) conference held last year in San Francisco and attended by Dr. Rutherford. Webinars have been created and saved on a thumb drive for viewing. They will be scheduled at MHC for staff to view over the noon hour.

Inpatient nurses will be scheduled for additional training on handling crisis calls and writing care plans.

Staff met recently and made a modifications to the discharge order form. This change will meet new requirements to get discharge orders to the follow up provider within seven days of discharge from the inpatient unit.

MOTION: Jim Batzko made a motion and seconded by Janel Brandtjen to accept the Hospital Services Update. All voted and the motion carried.

Insurance Denials

Angela Simmons shared a summary of information required to be reported to the Wisconsin Hospital Administration.

Cash revenue report projecting 2013 collections budget will exceed by \$147K.

MOTION: Jim Batzko made a motion and seconded by Lori Cronin to accept the Insurance Denials report. All voted and the motion carried.

Policies and Procedures

Dietary Supplements policy and procedures reviewed.

MOTION: Lori Cronin made a motion seconded by Janel Brandtjen to approve the Dietary Supplements policy and procedure. All voted and the motion carried.

Other:

Dr. Shawn Johnson Psy.D. credentials were reviewed. Dr. Johnson works at the HSC Outpatient Clinic full time and will provide backup at MHC for Dr. Amy Gurka as needed.

MOTION: Janel Brantjen made a motion and seconded by Jim Batzko to approve Dr. Johnson's appointment. All voted and the motion carried.

Electronic health record update.

Clinical Work Station (CWS) coordinators are Karen Cooper, Heidi Danko and Bridget Gnad. Several department staff have joined the Netsmart user group which is active within the state.

Janel Brandtjen expressed the importance of including patient history in the electronic health record. The current plan and recommendation from Netsmart is to build the client's electronic record as admissions occur following Go-Live with Netsmart. Previous patient history will be referenced by staff from the patient's hard copy record.

Staff have been encouraged to view Netsmart's National Sandbox to get a look and feel of the program. Many have found it confusing as it does not reflect our current process. Portions of the new program that have been installed already such as the patient appointment and group scheduler and have been viewed by staff as a vast improvement over the previous process. Subject Matter Experts (SMEs) continue to work with Netsmart to build the clinical work station (CWS). This committee will be kept informed of their progress.

Next meeting:

The next meeting will be on Monday, June 2, 2014 at 1:30 p.m.

Agenda items for next meeting:

1. Plan to invite Randy Setzer and Eric Dohman to the June meeting for an EHR update.

Adjournment:

The meeting adjourned at 2:23 p.m.

MOTION: Lori Cronin made a motion seconded by Janel Brandtjen to adjourn the meeting. All voted and the motion carried.

Respectfully submitted,
Karen Cooper, Recorder

Approved by: _____ Date: _____